

# NSW Carers Strategy: Caring in NSW 2020-2030

## Action Plan 2020-2022





**PRIORITY 1**

Carers have better access to information, services and supports



**PRIORITY 2**

Carers are recognised, respected and empowered



**PRIORITY 3**

Carers have improved financial wellbeing and economic opportunities



**PRIORITY 4**

Carers have better health and wellbeing

## Who are carers?

Carers are people who provide ongoing, unpaid support to people who need it because of disability, chronic illness, mental illness, frail age, dementia or drug or alcohol dependency. This includes foster carers who are caring for a child who needs additional support due to one or more of these conditions.

## NSW Carers Strategy: Caring in NSW 2020- 2030 Action Plan 2020-2022

The NSW Carers Strategy: Caring in NSW 2020-2030 will be supported by NSW Government Action Plans every two years, commencing with 2020-2022. A mid-term review of the Strategy will be undertaken in 2025/26.



**PRIORITY 1**

## Carers have better access to information, services and supports

**Action**

**Lead Agency + Partner**

1	<p><b>Service NSW Carers Landing Page</b></p> <p>Develop a landing page for carers within the Service NSW website. The website will be single access point of information for carers about services and practical assistance, to help increase carers access to a broad range of service offerings they may not be accessing, particularly if they do not identify themselves as a carer.</p> <p>Target group: All carers Timeframe: First Action Plan</p>	Service NSW + Department of Communities and Justice
2	<p><b>Pop Ups at Service NSW Centres</b></p> <p>Initiative to help identify carers in communities, and provide information, resources and practical assistance on topics of interest for local carers. Pop-ups at Service NSW Mobile Service Centres will also be arranged.</p> <p>Target group: All carers Timeframe: First and Second Action Plan</p>	Department of Communities and Justice + Service NSW
3	<p><b>Carer Awareness Initiative - Culturally and Linguistically Diverse (CALD)</b></p> <p>DCJ will work in partnership with key Culturally and Linguistically Diverse (CALD) stakeholders to develop a long term plan for raising carer awareness. Develop and implement a Carer Awareness Campaign with a spotlight on CALD carers in partnership with CALD partners such as Multicultural NSW in Carers Week (October) 2021. Similar initiatives will focus on other carer groups in subsequent Action Plans.</p> <p>Target group: CALD carers Timeframe: First Action Plan - Year 2</p>	Multicultural NSW + Department of Communities and Justice
4	<p><b>Carer Awareness Initiative - Aboriginal carers</b></p> <p>Initiative aims to improve Aboriginal carer awareness/self identification, and access to information and support through local community based activities. Culturally appropriate resources will be identified and/or developed and distributed in Aboriginal communities to raise awareness about caring, and contribute to reducing stigma and shame, so Aboriginal carers are more likely self identify and seek support.</p> <p>Target group: Aboriginal carers Timeframe: First and Second Action Plan</p>	Department of Communities and Justice
5	<p><b>Hidden Carers' Initiative</b></p> <p>Develop strategies to actively connect carers of people with alcohol and other drug issues, and Lesbian, Gay, Bisexual, Transgender or Queer community to the support and resources that best suit their needs. A suite of resources will be produced which can also be utilised in other Carers Strategy awareness raising initiatives.</p> <p>Target group: Prioritise carers of people with alcohol and other drug issues and LGBTQ community (carers and the people they care for) Timeframe: First Action Plan</p>	Carers NSW



**PRIORITY 1**

**Carers have better access to information, services and supports**

**Action**

**Lead Agency + Partner**

- 6     **Advocacy Training - Mental Health**  
 Training initiatives for carers of people with a mental illness, as part of the *Telling Your Story and Lived Experience Carer Advocacy* projects. This training will aim to strengthen carers advocacy skills. Connection with this group of carers will be made through support groups, education meetings and advocacy committees.  
  
 Target group: Carers of people with a mental illness  
 Timeframe: First Action Plan

Mental Health Carers NSW
- 7     **Schools Project - Young Carers**  
 Publish and promote a resource for schools “Being a carer, being a student, being a kid.” This resource will be updated to reflect current research into the needs of young carers. The aim of the resource is to assist school staff in recognising and supporting young carers at school.  
  
 Target group: Young carers  
 Timeframe: First Action Plan

Department of Education
- 8     **Monitor the roll out of new service system supports**  
 DCJ to work closely with the Commonwealth to monitor the Carer Gateway, NDIS and My Aged Care, using data and qualitative evidence to advocate to the Commonwealth on gaps and service priorities for carers in NSW (including respite). Action partners will support this work by providing advice and expertise.  
  
 Target group: All carers  
 Timeframe: Over several Action Plans

Department of Communities and Justice + Carers NSW, Carers Advisory Council, Disability Council, Ministerial Advisory Council on the Ageing
- 9     **NDIS Hospital Liaison Officers (HLOs)**  
 HLOs to be working with NSW Health staff to identify National Disability Insurance Scheme (NDIS) participants whose discharge from hospital is delayed. Health staff will be involved in the HLO induction by the NDIA, and all HLOs will be then be inducted to the NSW Health system. A total of 6 HLOs are expected to begin working with the Health system in March 2020.  
  
 Target group: Carers of people with a disability  
 Timeframe: Whole Strategy

NSW Health



**PRIORITY 2**

## Carers are recognised, respected and empowered

**Action**

**Lead Agency  
+ Partner**

10	<p><b>Carers Rights Education</b></p> <p>Carers NSW will lead a project to work collaboratively with key complaints agencies, rights based organisations and peak bodies to develop and distribute inclusive, easy to read resources. The aim of the project is to empower carers to uphold their rights via formal complaints and appeals pathways, and to raise the awareness of the complaints sector regarding carers' rights.</p> <p>Target group: All carers Timeframe: Over several Action Plans</p>	<p>Carers NSW + Member organisations from NSW and Commonwealth complaints bodies</p>
11	<p><b>Community Inclusion Awareness Initiatives</b></p> <p>Initiatives will aim to address the unconscious bias and stigma associated with caring and increase carer recognition. Support for Carers Week local activities and the Carers NSW conference as key annual activities which promote carer inclusion. New initiatives will be part of broader inclusion awareness campaigns targeting disability, ageing and caring.</p> <p>Target group: Whole community Timeframe: Over several Action Plans</p>	<p>Department of Communities and Justice + Carers NSW, Carers Advisory Council, Disability Council, Ministerial Advisory Council on the Ageing</p>
12	<p><b>Showcasing Inspirational Women</b></p> <p>The Minister for Women will commence a monthly social media segment, interviewing an inspirational woman each month. The purpose of this segment is to highlight the knowledge, and share the skill and value of the interview guest. One of the guests showcased in the segment will be a female carer.</p> <p>Target group: Female carers Timeframe: First Action Plan</p>	<p>Women NSW</p>
13	<p><b>NSW Health Recognition and Support for Carers: Key Directions.</b></p> <p>The Key Directions provide system-wide guidance on responding to the needs of carers across the NSW public health system. Ministry of Health will consult with key stakeholders including carers during updating of the Key Directions.</p> <p>Target group: Public health system clients; All NSW Health staff Timeframe: First Action Plan</p>	<p>NSW Health</p>



**PRIORITY 2**

## Carers are recognised, respected and empowered

**Action**

**Lead Agency + Partner**

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| 14 | <p><b>DCJ Carers Strategy</b></p> <p>Develop a Department of Communities and Justice Carers Strategy to improve the Department’s support for carers who are employees, and clients who are carers, or clients’ carers. The Strategy will include, but is not limited to: improving the identification of carers in DCJ datasets; supporting the implementation of the Carers (Recognition) Act and Charter across all areas of the Department including ensuring district representation in recognising and supporting clients who are carers, and clients’ carers; and enhancing supports for DCJ employees who have a caring role so they can balance their caring role and work. Client groups include carers who interact with the Child and Family, Housing and Justice services systems. Public Service Commission is a key stakeholder for all employment related actions.</p> <p><b>Target group:</b> Department of Communities and Justice staff, Clients who are carers, Carers of clients</p> <p><b>Timeframe:</b> Over several Action Plans</p> | Department of Communities and Justice |
| 15 | <p><b>Promote Flexible Work Arrangements to Carers - NSW Health</b></p> <p>Flexible work arrangements in the Workplace Flexibility Policy and Procedure, Flexible Working Guideline, and Workplace Adjustments Policy where a person has disability will be publicised. Staff will be informed about access to carers leave at induction training and via the intranet. Survey and other data sources will be used to analyse the proportion and location of employees in NSW Health with caring responsibilities to develop targeted strategies. A carers committee will be established for eHealth staff with representatives from diverse carer groups including the Aboriginal carers community, who will co-design action initiatives for their organisation. Public Service Commission is a key stakeholder for all employment related initiatives.</p> <p><b>Target group:</b> All Health NSW staff. eHealth staff</p> <p><b>Timeframe:</b> First Action Plan</p>  | NSW Health                            |
| 16 | <p><b>Recognition of Carers in Clinical Guidelines</b></p> <p>Clinical guidelines for alcohol and other drugs treatment services specifically identify the role of family and carers of patients. For each of the Clinical Guidelines being reviewed for 2020-2022 recommended practice will be to include involving family and carers as partners in care where the patient consents.</p> <p><b>Target group:</b> Carers of people receiving alcohol and other drug treatment</p> <p><b>Timeframe:</b> First Action Plan</p>   | NSW Health                            |
| 17 | <p><b>Training for Clinicians</b></p> <p>Training to be delivered to clinicians through the Family and Carer Mental Health Program on “Carers Rights under the Mental Health Act (2007)”. The Family and Carer Mental Health Program aims to improve access to support, information, resources and services for families and carers of people living with a mental illness.</p> <p><b>Target group:</b> Mental health clinicians; Families and carers of people with a mental health illness</p> <p><b>Timeframe:</b> First Action Plan</p>   | NSW Health                            |



**PRIORITY 3**

## Carers have improved financial wellbeing and economic opportunities

**Action**

**Lead Agency + Partner**

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| 18    | <p><b>Financial Literacy Toolkit - Women</b></p> <p>Women NSW has developed an online resource that centralises existing financial literacy resources that are targeted at women including women who are carers.</p> <p>Target group: Female carers<br/>Timeframe: First Action Plan - Year 1</p>  | Women NSW   |
| <hr/> |  |   |
| 19    | <p><b>NSW Cost of Living Specialists Service</b></p> <p>Service NSW Cost of Living (CoL) Specialists based in service centres will aid carers to access financial assistance. Service NSW will look at ways to upskill the CoL Specialists to recognise customers who present as carers, and refer them to useful information.</p> <p>Target group: All carers<br/>Timeframe: First Action Plan</p>  | Service NSW + Department of Communities and Justice         |
| <hr/> |  |   |
| 20    | <p><b>Financial Literacy Project</b></p> <p>Building on project A18, this initiative aims to build the financial literacy of carers, so that they can understand, plan and manage their finances for current and future circumstances. An evidence based financial literacy strategy will be developed to build the financial capability, confidence and sustainability of carers, to minimise the risk of carer poverty.</p> <p>Target group: Prioritise carers with an identified financial risk and/or need<br/>Timeframe: First Action Plan - Year 2</p> | Carers NSW  |
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| 21    | <p><b>Carers + Employers Program</b></p> <p>Benefits of the Carers + Employers Program will be promoted to NSW Government agencies. The Department of Communities and Justice will work towards achieving Level 2 program accreditation. Public Service Commission is a key stakeholder for all employment related initiatives.</p> <p>Target group: NSW Public Service employees<br/>Timeframe: First and Second Action Plan</p>  | Department of Communities and Justice (People) + Carers NSW |
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**PRIORITY 3**

## Carers have improved financial wellbeing and economic opportunities

**Action**

**Lead Agency + Partner**

- 22 **SkillsLink2Work Website**  
 Evaluate the SkillsLink2Work website and explore opportunities to expand, and potentially link to carer training and coaching.  
 Target group: Department of Communities and Justice staff, Clients who are carers, Carers of clients  
 Timeframe: Over several Action Plans

Department of Communities and Justice + NSW Industry Training Advisory Bodies (NSW ITAB)
- 23 **Employment Project - Aboriginal Carers**  
 Initiative aims to support regional Aboriginal carers to build their capacity and networks to enter or re-enter the workforce and maintain employment. Support will be provided to Aboriginal carers to recognise the skills and expertise they bring to employment, build their resume and develop interview skills.  
 Target group: Aboriginal carers  
 Timeframe: First Action Plan

Carers NSW + Aboriginal community groups
- 24 **Companion Card Initiatives**  
 Grow the number of Companion Card affiliates to increase options for card holders (which will benefit their carers). The Companion Card in 2019 had over 32,000 card holders and over 1,100 affiliates (including public transport and sporting organisations).  
 Target group: All carers  
 Timeframe: First Action Plan

Department of Communities and Justice (Card Operations Team)



**“ Carers should feel genuinely recognised and supported — by their government and their community ”**

The Hon Gareth Ward MP  
 Minister for Families, Communities and Disability Services



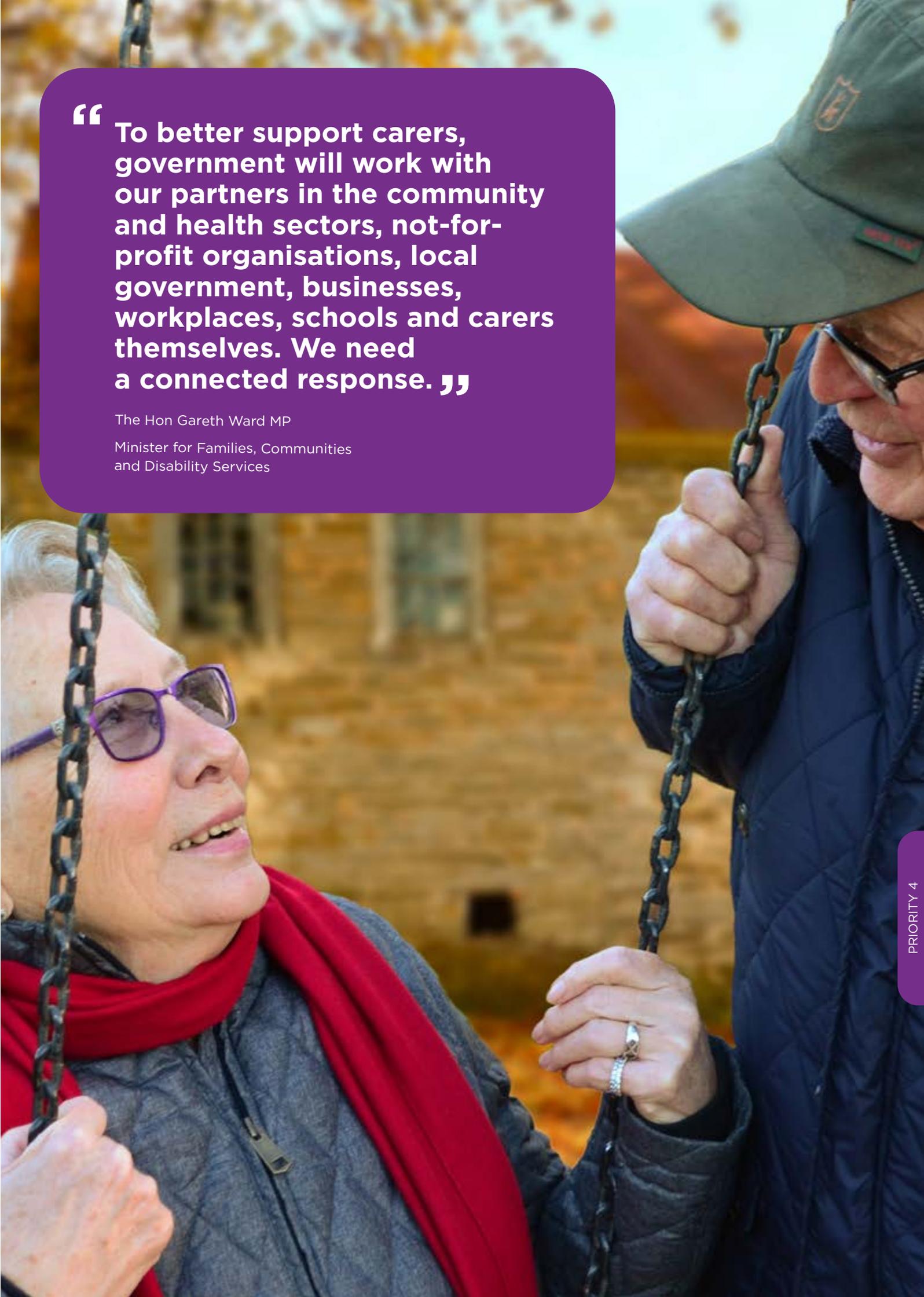
PRIORITY 4

## Carers have better health and wellbeing

### Action

### Lead Agency + Partner

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| 25 | <p><b>Palliative Care Commitment to Support Carers</b></p> <p>Funding will be used to support development and improvement of targeted information resources for carers of palliative care patients to support health system navigation, empower carers to engage in health discussions and decision making, support self care and improve carer wellbeing when caring for someone at the end of life.</p> <p>Target group: Palliative care carers<br/>Timeframe: First Action Plan</p> | NSW Health +<br>Carers NSW  |
| 26 | <p><b>Promote Healthy Lifestyle Information and Initiatives to Carers</b></p> <p>NSW Quitline Service and iCanQuit website; Stepping on Falls Prevention program; and Healthy and Active for Life program.</p> <p>Target group: All carers; Older carers<br/>Timeframe: Whole strategy</p>   | NSW Health  |
| 27 | <p><b>Promote Alcohol and Other Drugs Treatment Services</b></p> <p>Expand content and improve navigation on the NSW Health Your Room website to include additional information about alcohol and other drugs treatment options and support for carers.</p> <p>Target group: Carers of people who have alcohol and other drugs issues<br/>Timeframe: First Action Plan</p>   | NSW Health  |
| 28 | <p><b>Comprehensive Health and Wellbeing Information for Health Staff on a Digital Platform</b></p> <p>This initiative will enable carers to access this support whenever convenient. Information for staff and managers will be provided as part of induction and manager capability training and on Health NSW intranet.</p> <p>Target group: All Health NSW staff<br/>Timeframe: First Action Plan</p>  | NSW Health  |
| 29 | <p><b>Participation of Carers in Sport</b></p> <p>DCJ and the Office of Sport will explore opportunities to increase participation for carers, especially young carers, in physical activity through sport and active recreation.</p> <p>Target group: All carers; Young carers<br/>Timeframe: Whole strategy</p>  | Office for Sport +<br>Department of<br>Communities and<br>Justice |



**“ To better support carers, government will work with our partners in the community and health sectors, not-for-profit organisations, local government, businesses, workplaces, schools and carers themselves. We need a connected response. ”**

The Hon Gareth Ward MP

Minister for Families, Communities  
and Disability Services

